



# GoArmyEd

Supporting Soldier Education

## Your Guide for Army Tuition Assistance



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[www.GoArmyEd.com](http://www.GoArmyEd.com)

### How to Check Your TA Balance

- Log into [www.GoArmyEd.com](http://www.GoArmyEd.com) and select "My Student Record"
- Select "Account Information"
- Select the "Educational" tab. Scroll down to view current year TA spent and TA available

### How to Drop a Class

Soldiers MUST drop ALL courses through GoArmyEd before the class end date (Eastern Standard Time). Soldiers MUST check with their instructor or an Army Education Counselor before dropping a class.

- Log into [www.GoArmyEd.com](http://www.GoArmyEd.com) and select "My Virtual Education Center"
- Select "Enroll/Drop from a Course" on your GoArmyEd homepage
- Select "Withdraw from a Course"

If you originally registered for the course through the Course Schedule:

- Select the term for the class start date
- Select a checkbox to choose the class to drop
- Select the "Drop Selected Classes" button
- Select "Personal Drop" or "Military Drop" action section
  - Personal Drops: Soldiers MUST repay the TA amount
  - Military Drops (includes emergencies): Soldiers MUST provide the following information:
    - Military drop reason/Detailed explanation
    - Dates of occurrence
    - Unit Commander name

- Name, email address, and phone number of Battalion Commander or first LTC in chain-of-command
- Signed memo from the Battalion Commander or first LTC must be posted to Soldiers' eFile
- Select the "Finish Dropping" button

If course was registered by using a TA Request Form:

- Select "Click here to drop a class from a Non-LOI school"
- Leave the boxes blank and select "Search" on the TA Request Search screen
- Select the class you want to drop
- Change the Course Status to "Dropped" and select the appropriate radio button to reflect the Personal or Military Drop
- Military Drops (includes emergencies): Soldiers MUST provide the following information:
  - Military drop reason/Detailed explanation
  - Dates of occurrence
  - Unit Commander name
  - Name, email address, and phone number of Battalion Commander or first LTC in chain-of-command
  - Signed memo from the Battalion Commander or first LTC must be posted to Soldiers' eFile

*Note: Soldiers who provide false information with a request to waive reimbursement of Army TA are subject to penalty under the Uniform Code of Military Justice (UCMJ).*

### How to Resolve a Hold

A hold is applied to enforce Army TA regulations. Holds are removed automatically when the issue is resolved. For more information on holds and how they are resolved, go to your GoArmyEd homepage and select "Before you Enroll in a Course". Then select "View Holds."

### TA Recoupment

Class costs will be recouped for:

- Failing a course
- An incomplete grade not resolved within 120 days
- A course drop for personal reasons
- Class is not included in the Soldier's degree plan

An email notification is sent 60 days before repayment begins, except in the case of separation from the Army. See your signed SOU for Recoupment rules.

### How to Use Your eFile

Scan a document and save it to your computer (e.g., Student Agreements, SOU, or Military Withdrawal documents).

- Log into [www.GoArmyEd.com](http://www.GoArmyEd.com)
- Select "My Student Record"
- Select "Account Information"
- Select "eFile" tab
- Complete required fields and select "Browse" to find your file
- Select "Upload File"

[www.GoArmyEd.com](http://www.GoArmyEd.com)



## GoArmyEd is used by...

- Soldiers to set up a GoArmyEd account and request Army Tuition Assistance (TA). Contact your Army Education Counselor or Education Services Specialist (ESS) for more information.

## New Users

- Go to [www.GoArmyEd.com](http://www.GoArmyEd.com). Select the "New Users" tab in the top right corner of the screen
- Complete the application. Click "Submit" to receive your username and password
- Log into [www.GoArmyEd.com](http://www.GoArmyEd.com) using your username and password and complete the required In-Processing Steps:
  - Research Colleges and Course Schedule
  - Select Submit Statement of Understanding (SOU), read and print it
    - Get Commander's signature
    - Follow How to Use Your eFile to upload your SOU
  - Complete the Common Application
  - Select "Launch Quick Start Training" to complete Soldier Training. It is your responsibility to know and follow GoArmyEd procedures
- Contact your Army Education Counselor/ESS to activate your GoArmyEd account

## TA Requirements

- Your fiscal year TA ceiling is \$4,500 and your per-semester-hour (SH) cap is \$250
- Maintain a GPA of 2.0 or higher when using TA

## How to Request TA and Enroll in a Class

- Log into [www.GoArmyEd.com](http://www.GoArmyEd.com)
- Select "My Virtual Education Center"
- Select "Enroll or Drop/Withdraw from a Course"
- Select "Request TA and Enroll in a Course"
- Select "Account Information Verified" to review your account information
- Select the term for your class start date
- Select "Class Search"
- Select "Search"
- Fill in the fields to search the Course Schedule for classes. Select the "Search" button. Select "Class Search Description Fields" and "Class Search Examples" links for assistance
- View Class Search Results screen
- Select the "Class Details" button before enrolling to view more class information (e.g., course description, SH cost, prerequisites, required course materials, and other information)
- Check the class number to complete enrollment. The class information now appears on the Add Classes screen.
- Select "Proceed to Step 2 of 3"
- The Confirm Classes screen displays class cost information. Be sure to review the cost covered by TA and any cost you must self-pay. Select "Process Enrollment" or "I Agree To Pay."

*Note: If TA does not cover the entire cost of the class, you are responsible for the remainder, which will be billed directly by the school.*

*Note: Do not X out of page. Select "Cancel Request" if class selection is in error.*

- The View Results screen displays the status of your enrollment request. If the Status column shows "Success," you have successfully enrolled, pending final approval from the school. You will receive an email confirming enrollment

## If You Don't Find Your School Listed in the Course Schedule

- A TA Request must be submitted before the class starts or no later than the final day of the school's late registration period
- Follow the first eight steps under How to Request TA and Enroll in a Course
- From the Search Course Schedule screen, select "Click here if you wish to take a class from a school not listed"
- The Request TA screen appears. Select the magnifying glass next to the school field
- On the Lookup School screen, enter your school's name or the first few letters and select the "Lookup" button. Select your school
- The Request TA screen displays. Enter the subject code and catalog number of the course. Use the calendar icon to select the class start date. When all fields are populated, select "Next"
- The TA Request form displays. Complete each required field and select "Submit"
- When the TA Request is approved by the Army, you will receive a confirmation email
- You must print and submit a copy of the approved TA Request to your school when registering for classes

*Note: If TA does not cover the entire cost of the class, you are responsible for the remainder, which will be billed directly by the school.*

## How to Get Help

- **Soldier Quick Start Training** provides complete information and instruction on using TA
- **Reference Documents:**
  - Log into [www.GoArmyEd.com](http://www.GoArmyEd.com)
  - Select "View Reference Documents" in the Help Resources section
  - Select "Course Enrollment Guide" for help
- **Contact the GoArmyEd Helpdesk:**
  - CONUS toll-free: 1-800-817-9990
  - OCONUS toll-free:
    - Go to [www.GoArmyEd.com](http://www.GoArmyEd.com). Select the "Helpdesk" link
    - Select the "View OCONUS Helpdesk Numbers" link
- **Create Case from your GoArmyEd Homepage:**
  - Select "Create a Helpdesk Case." Provide a description of your concern
  - An email confirmation of your request and the resolution will be sent to your preferred email account
- **Contact an Army Education Counselor/ESS:**
  - Select "GoArmyEd" on the left menu
  - Select "Education Centers"
  - Select your Education Center for contact information